

Amendment to Claims

Please cancel claims 1-18 and 20. Please amend claims 19, 21-24 as follows:

- 1-18. (Cancelled).
19. (Currently Amended) A computer system, comprising:
 - an event manager; and
 - mid-level managers coupled to said event manager;

wherein said mid-level managers are adapted to receive error messages from disparate client monitoring agents, said error messages comporting with a standardized format that includes a business string, said business string includes a plurality of fields of information ~~indicative of the nature of an error including a customer identifier, and a product type~~.
20. (Cancelled)
21. (Currently Amended) The computer system of claim 19 wherein said plurality of fields of information in the business string includes ~~a customer identifier, a business designation indicative of a business type of system, a product code, a product type, a managed object type, a type, an agent [[an]] and a manager identifier~~.
22. (Currently Amended) The computer system of claim [[21]] 19 wherein said product [[code]] ~~type~~ is indicative of a product selected from the group consisting of an operating system, a hardware component, a network device, an application, and a security feature.
23. (Currently Amended) The computer system of claim [[22]] 19 wherein said product type is indicative of a type corresponding to the product code.
24. (Currently Amended) The computer system of claim 21 wherein ~~a value of said business designation is indicative of a business type selected from [[the]] a group of values representing business types of systems consisting of~~ production, solutions testing, development, and a disaster ~~recoove~~ recovery.
25. (Original) The computer system of claim 19 wherein said error message also includes an error event identifier and a severity level.
26. (Original) The computer system of claim 19 wherein said error message also includes an error event identifier, a data and time, a server identifier, a severity level and an error message.